

Interim Customer Satisfaction Survey (ICSS) FAQs

General Interim Customer Satisfaction Survey (ICSS)

Q: What is ICSS? How does it fit in to the DoD Personal Property shipment processes?

A: The Interim Customer Satisfaction Survey (ICSS) is a short survey that measures the customer's satisfaction of their move. The customer completes an ICSS after a shipment has been delivered. It is part of the Surface Deployment and Distribution Command's (SDDC) "Families First" program that will significantly change the way the DoD purchases personal property movement services. The program embraces "Best Value" based on a defined ratio of Transportation Service Provider (TSP) performance and cost, rather than the old method of strictly using the currently available lowest cost provider. Results from the ICSS are incorporated in to a TSP's Best Value Score (BVS).

For more information on Families First, please see the SDDC Families First section of the SDDC website (www.sddc.army.mil) at path: Personal Property > Programs > Families First.

Q: What shipments are included in ICSS?

A: All shipments are currently being surveyed in the DoD personal property program. However, ONLY Domestic Household Goods (dHHG), International Household Goods (iHHG), International Unaccompanied Baggage (iUB), One-Time-Only (OTO), and Special Solicitation shipment surveys will be used in the calculation of performance scores by market for use in Defense Personal Property System (DPS). NTS shipment scores will NOT be used in calculating TSP performance scores for the start of DPS.

Q: What is the Defense Personal Property System (DPS)?

A: DPS is the new Department of Defense Personal Property system that will replace the outdated Transportation Operational Personal Property Standard System (TOPS), which is currently being used.

Q: Is participation in ICSS optional?

A: ICSS is an integral part of Families First. Participation is required by all stakeholders – TSPs, Services, and PPSOs/PPPO.

Q: Is ICSS permanent? I've heard something about CSS?

A: ICSS is the interim survey that is used to collect the preliminary BVS data. SDDC began collecting ICSS information in June 2004. While the Families First program is not scheduled to start until October 2005, TSP performance data is required in advance to facilitate the program start. After the program start, SDDC will migrate to a Customer Satisfaction Survey (CSS).

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Transportation Service Provider (TSP) Users- Access to Survey Data

Q: As TSP user, how do I access my ICSS data?

A: A representative at the level of vice president or above from your company must send SDDC an email with the names of the personnel approved for access to the ICSS data. This email should also include: Company SCAC, company name, user name, user email, user phone number, and the SCACS that the users wish to access.

Once you have sent the email, please allow 24 hours for processing. Please do not try to register on Electronic Transportation Acquisition (ETA) before the 24 hour time period is up. If you try to register before your access list has been processed, you will receive an ACCESS DENIED email notice. After 24 hours the user will be able to register on ETA.

After the user receives the email, he or she can register on the ETA website (<https://eta.sddc.army.mil>) to access their ICSS data. For TSPs with multiple SCACs, each user must register for each SCAC that they request access. For example, if you have seven SCACs and you want three people to have access to those seven SCACs, each individual user must register seven times using a different SCAC each time.

Currently, ICSS does not allow for the multi-SCAC functionality like that in PPQWEB. That functionality is being considered for future application.

Q: Are there more detailed instructions available for creating an ETA account?

A: Yes. Instructions for creating an ETA account are available at the SDDC Website (<http://www.sddc.army.mil/>) at path: Personal Property > Programs > Families First > "ETA Instructions to Access ICSS Reports".

Q: It has been one business day and I have not received any emails from the ETA administrator. I have submitted the correct information. What should I do?

A: After submitting the information to the ETA administrator, you must wait until you receive the emails from the ETA administrator containing the user ID and password. This normally takes one to two business days (24-48 hours), but during peak request periods can take up to 5 days.

Another possible solution might be to check the SPAM/virus setting on your email program. The email from the ETA administrator might have been rejected by your system.

If you have not received an email from the ETA administrator after 5 days, please send an email to icss@eta.sddc.army.mil describing the situation. Please include your SCAC(s), company name, authorized user(s), and email(s) for authorized user(s).

Q: I submitted my information to the ETA administrator. Then I went to the ETA website to access my reports but I was denied access. What happened?

A: After submitting the information to the ETA administrator, you must wait until you receive the emails from the ETA administrator containing the user ID and password. This normally

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takes one to two business days (24-48 hours), but during peak request periods can take up to 5 days.

If you have not received an email from the ETA administrator after 5 days, please send an email to icss@eta.sddc.army.mil describing the situation. Please include your SCAC(s), company name, authorized user(s), and email(s) for authorized user(s).

Q: I have created and ETA account. Are there instructions for accessing and creating the ICSS reports?

A: Yes. First the user must log on to the ICSS section of the ETA website (<https://eta.sddc.army.mil>). After the user logs on there is a welcome screen with a hyperlink to ETA report instructions.

Q: I am an ETA user who is authorized to access multiple SCACs - Do I have to log in and log out for each SCAC?

A: Yes. At this time multiple SCAC functionality is limited. The ETA user is required to log in for each SCAC.

Q: I am an ETA user who is authorized to access multiple SCACs – Can I view data for all my SCACs at once?

A: No. At this time there is limited multiple SCAC functionality.

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Use of Survey Data

Q: Can I contact the customer regarding their Interim Customer Satisfaction Survey (ICSS) score?

A: A TSP can only contact a customer regarding an ICSS score if the customer selects that option in ICSS. If the customer does not select this option, a TSP CANNOT contact the customer. There is a flag in the report data indicating whether the customer authorized the TSP to contact them.

Q: Is there a process for appealing ICSS scores?

A: ICSS scores are final. If you believe there is an electronic transmission error, please send documentation of the error, along with GBL, SCAC, shipment type, and shipment delivery date to the SDDC ICSS administrator (icss@eta.sddc.army.mil).

Q: I believe the customer skipped a question and I received a poor score as a result. What should I do?

A: The customer must answer all questions in order to submit the survey. The survey instrument has validation checks that will NOT allow the survey to be submitted unless ALL questions contain a response. Before the customer submits the questions, he/she is presented with a page summarizing the survey score. The customer can elect to submit the score or go back to the survey and revise any of the questions.

Q: I still need more information. Where should I go?

A: Please email specific questions to the ICSS Administrator at icss@eta.sddc.army.mil.

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PPSO/PPPO Users

Q: As a PPSO user, how do I access my Interim Customer Satisfaction Survey (ICSS) data?

A: In order to access ICSS Reports, all users must have a valid account with the SDDC Electronic Transportation Acquisition (ETA) system. Each Service Headquarters will provide SDDC a list of users who will be allowed access to ICSS Reports. Users that do not have an ETA account will be provided an ETA User ID and instructions on how to obtain an ETA password. Users that have an existing ETA account will be notified that access rights have been granted to ICSS Reports. Those users not on the list provided by their Service Headquarters, wishing to have access to ICSS Reports, need to work through their Service Headquarters to get authorization for access.

Q: I am not participating in Phase I – PowerTrack/CWA rollout? Am I still required to participate in ICSS?

A: Yes. ALL PPSOs and PPPOs, REGARDLESS of whether or not they are participating in Phase I – CWA/PowerTrack rollout, should be participating in the ICSS. All PPSOs/PPPOs should ensure that they are capturing accurate and complete service member destination contact information. This information needs to be captured in the TOPS customer “Contact” screen, and not the “Basic” screen. All PPSOs/PPPOs should advise customers to complete the ICSS. For a more detailed description of the PPSO/PPPO ICSS responsibilities please see the “PPPO/PPSO Interim Customer Satisfaction Survey Instructions” available in a hyperlink after the user logs in to ETA (<https://eta.sddc.army.mil>).

Q: Are there more detailed instructions available for creating and ETA account?

A: Yes. Instructions for creating an ETA account are available at the SDDC Website (<http://www.sddc.army.mil/>) at path: Personal Property > Programs > Families First > “ETA Instructions to Access ICSS Reports”.

Q: I have created and ETA account. Are there instructions for accessing and creating the ICSS reports?

A: Yes. First the user must log on to the ICSS section of the ETA website (<https://eta.sddc.army.mil>). After the user logs on there is a welcome screen with a hyperlink to ETA report instructions.

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Service Headquarter Users

Q: As a Service HQ user, how do I access my Interim Customer Satisfaction Survey (ICSS) data?

A: In order to access ICSS Reports, all users must have a valid account with the SDDC Electronic Transportation Acquisition (ETA) system. Each Service Headquarters will provide SDDC a list of users who will be allowed access to ICSS Reports. Users that do not have an ETA account will be provided an ETA User ID and instructions on how to obtain an ETA password. Users that have an existing ETA account will be notified that access rights have been granted to ICSS Reports. Those users not on the list provided by their Service Headquarters, wishing to have access to ICSS Reports, need to work through their Service Headquarters to get authorization for access.

Q: Some of the PPSOs run by my Service are not participating in the Phase I – PowerTrack/CWA rollout. Are they still required to participate in ICSS?

A: Yes. ALL Services, REGARDLESS of whether or not they are participating in Phase I – CWA/PowerTrack rollout, should be participating in the ICSS. For a more detailed description of the PPSO/PPPO ICSS responsibilities please see the “PPPO/PPSO Interim Customer Satisfaction Survey Instructions” available in a hyperlink after the user logs in to ETA (<https://eta.sddc.army.mil>).